A Platform for Cost Savings and Innovation

Xerox Managed Print Services in the Public Sector
For organisations in the public sector, government-mandated efficiency targets often make cost savings the starting point for a managed print services (MPS) project.

But public sector organisations are also often at the forefront of the digital revolution — moving to electronic document storage to save space, time and money; using tightly controlled access to digitised documents to improve information security and enable more flexible working; and putting documents online to make it easier for citizens to interact with local and central government departments.
Xerox works with public sector organisations across Europe to help them reduce the cost of printing and build platforms for digital innovation. Among the public sector organisations that we’re helping to achieve these aims are ÖBB (Austrian Federal Railways), CTTI (the IT organisation for the regional government of Catalonia in Spain); INAMI (the Italian National Institute for Health and Disability Insurance); the French Ministry of Agriculture; the French Ministry of Ecology, Sustainable Development and Energy; and a variety of central and local government organisations in the UK.

In this ebook we take a closer look at three local government bodies across the UK that are realising significant savings with Xerox MPS, as well as using the advanced capabilities of multifunctional devices (MFDs) to move to more digital ways of working.

### Scotland

In Scotland, **City of Edinburgh Council** will see £2.5m of savings over five years through Xerox MPS. The service also provides the council with a platform for future print innovation and new ways of working.

### England

In England, **Islington London Borough Council** is cutting print costs by 28% over four years with Xerox MPS, saving almost £1m. It’s also taking advantage of scan-to-email and scan-to-file capabilities to make more documents availability digitally in support of flexible working and desk-sharing initiatives.

### Wales

In Wales, **Newport City Council** has cut its print costs in half, saving £800,000 over five years with Xerox MPS and cutting the volume of pages printed by 30%, as staff move from reliance on print to working confidently with electronic documents. The council also has the usage analytics it needs to start investigating workflow automation.

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Find Out More

Learn how Xerox document management services can help your organisation print for less and print less:

Scotland: City of Edinburgh Council

60% reduction in printer assets and associated energy costs

Budget cuts meant that City of Edinburgh Council needed to find ways to reduce costs throughout its organisation. Realising that it lacked control over desktop printers and their associated costs, and that there was no council-wide print strategy, they worked with Xerox to move to MPS.

Recognising that gaining control over print would help it meet cost-saving targets, City of Edinburgh Council partnered with Xerox to implement MPS. As well as targeting savings of £2.5m over five years, the council has gained control over formerly fragmented printing resources, optimised use of its central print service, and enabled its increasingly mobile workforce to be more productive.

“City of Edinburgh Council embarked on a partnership project with Xerox to introduce a managed print service to substantially reduce the council’s carbon footprint and deliver annual savings of up to £464,000 per annum over the contract lifetime,” says Derek Masson, Senior ICT Programme Manager at City of Edinburgh Council.

“Through close partnership working between the council and Xerox team members, the project is on target to deliver not only the financial savings but a platform for future print innovation and modernised ways of working.”

— Derek Masson
Senior ICT Programme Manager,
City of Edinburgh Council
“[The project] was a big challenge, encompassing the rationalisation and replacement of over 3,500 legacy devices and delivery to a complex range of diverse services including schools, corporate buildings and neighbourhood services.”

— Derek Masson
Senior ICT Programme Manager, City of Edinburgh Council

Xerox rationalised the council’s printer fleet from over 3,500 devices to 1,500 centrally managed networked devices, implemented an all-inclusive per-print rate, and consolidated charging to a single quarterly invoice. Year-one targeted cost savings were delivered on time as the council gained control over — and reduced — print volumes.

An increasingly mobile workforce can now be more productive thanks to a Xerox mobile print solution. The council has also implemented an organisation-wide strategy to optimise use of its formerly under-used central print service. The service has been enhanced to support the council’s centralisation policy, and users will be able to submit jobs via a simple-to-use web portal.

£2.5m projected savings over 5 years, cutting print costs by 34%
Scotland

England

Wales

Recognised as a pioneer in sustainability and efficiency, Islington Council in north London formulated a change programme, known as Smart Working, to deliver better services and greater sustainability with fewer resources and at less cost.

As part of its Smart Working programme, which focuses on sustainability and efficiency, Islington London Borough Council worked with Xerox to improve control over print costs. The service enables the council to cut the cost of print by 28% over four years — saving almost £1m, and makes more documents available digitally to support flexible working and desk-sharing.

Under the programme, the council worked with Xerox to replace its non-networked printing, scanning and copying devices with a fleet of fully managed networked MFDs across 66 sites.

“Xerox has been flexible and responsive in understanding the council’s changing needs. They’re a fully integrated part of the team delivering a large change programme in Islington known as Smart Working.”

— John Roberts
Head of Accommodation Facilities and Corporate Landlord, Islington London Borough Council
“[The service] operates through a simple cost-per-page pricing structure and meets sustainability targets with fewer and more efficient devices.”

— John Roberts
Head of Accommodation Facilities and Corporate Landlord,
Islington London Borough Council

“Delivery of a distributed and managed print service enabled cost reduction with no loss of efficiency,” says John Roberts, the council’s Head of Accommodation Facilities and Corporate Landlord.

The latest generation of MFDs offers features such as duplex printing, scan-to-email, scan-to-file, and digital faxing. By default, documents are printed duplex and in black and white, helping to reduce print costs. Even when colour printing is used, the new colour devices deliver average power savings of 66%.

The MFDs’ scanning capabilities support the council’s increased use of digital archiving. This contributes to the council’s aim of reducing its use of paper, helps to reduce costs further, and makes information more easily available to staff, wherever they’re working.

Xerox MPS and associated technologies are also ready to deliver more sophisticated accounting and reporting capabilities, and to incorporate wider printing requirements — providing Islington Council with a platform for future business improvements.
Wales: Newport City Council

50% drop in print costs, saving £800,000 over 5 years

Newport City Council chose Xerox to roll out a managed print service to help it reduce costs and work more flexibly and efficiently. As well as saving more than £800,000 over five years, the council already relies less on paper and more on electronic documents, and has the detailed analytics it needs to start looking at workflow automation.

Like any other UK local government organisation, Newport City Council faces challenging cost-cutting targets. Following Cabinet Office predictions about the potential savings it could make through coordinated print management, the council chose Xerox to roll out a managed print service (MPS).

Xerox replaced more than 300 desktop printers and around 100 old MFDs with a flexible fleet of more efficient, networked MFDs, including solid-ink ColorQube devices that offer more cost-effective colour printing.

“Besides realising savings beyond expectation, we’re seeing staff becoming less dependent on paper. They’re printing less and scanning more, working more efficiently with documents in electronic form.”
— Tracy McKim
Information Governance Manager, Newport City Council.
“With Xerox as our partner, we look forward to further efficiencies as we gain a clearer understanding of our paper use and start exploring workflow automation.”

― Mark Neilson
Head of Customer Services and Digital Innovation, Newport City Council

As a result, the council has halved its print costs, saving more than £800,000 over five years. Significant though these savings are, the improvements don’t stop there.

“Having Xerox as our single partner for printing and related document services is revealing new ways of working that save us money and make us more efficient,” says Tracy McKim, Information Governance Manager at Newport City Council.

The scan-to-email functionality of the new devices is helping to reduce the printing and movement of paper through the council, and contributing to a sustained drop of more than 30% in the number of pages being printed.
Learn how Xerox document management services can help your organisation print for less and print less:

http://www.xerox.co.uk/services/document-management-solutions